

OIA Client Surveys - Engagements Completed September 2011 to February 2012

Professional Proficiency

Answer Options	Very Good	Good	Fair	Poor	Don't Know
1. Technical proficiency of OIA internal auditors	5	3	0	0	0
2. Professionalism of internal auditors	8	0	0	0	0
3. Auditor knowledge of your business	3	5	0	0	0

Scope of Work

Answer Options	Very Good	Good	Fair	Poor	Don't Know
4. Selection of important operation area for audit	5	3	0	0	0
5. Pre-audit notification of audit purpose and scope	5	3	0	0	0

Performance of Audit Work

Answer Options	Very Good	Good	Fair	Poor	Don't Know
6. Timeliness of audit report	5	2	0	0	1
7. Value of audit recommendations	3	5	0	0	0

Management of Internal Audit Office

Answer Options	Very Good	Good	Fair	Poor	Don't Know
8. Effectiveness of internal audit management	5	1	0	0	2
9. Independence and objectivity of OIA audit team	6	2	0	0	0

What are the greatest strengths of the OIA audit department?

Summary of Responses:

- * Work with state agencies to identify issues and share best practices with other agencies.
- * OIA provides an independent perspective.
- * The OIA team provides value-added consulting services; staff is professional and customer-oriented.
- * Overall knowledge and expertise of auditing best practices, and network security.
- * The substance of the OIA report.
- * Auditors take appropriate amount of time to learn your operation to ensure audit results are accurate.

Do you have any suggestions for improvement of the OIA audit department?

Summary of Responses:

- * It may be beneficial for OIA to share its benefits with state agency staff through a "lunch and learn" series.
- * The presentation of the OIA report could be streamlined.

Survey Responses by Position:

Chief Information Officer - 2
 Chief Operating Officer - 1
 Chief Financial Officer - 1
 Senior Management - 4

Surveys Sent: 11

Surveys Received: 8

Percentage Received: 73%

NOTE: Surveys not sent for small consulting audits.